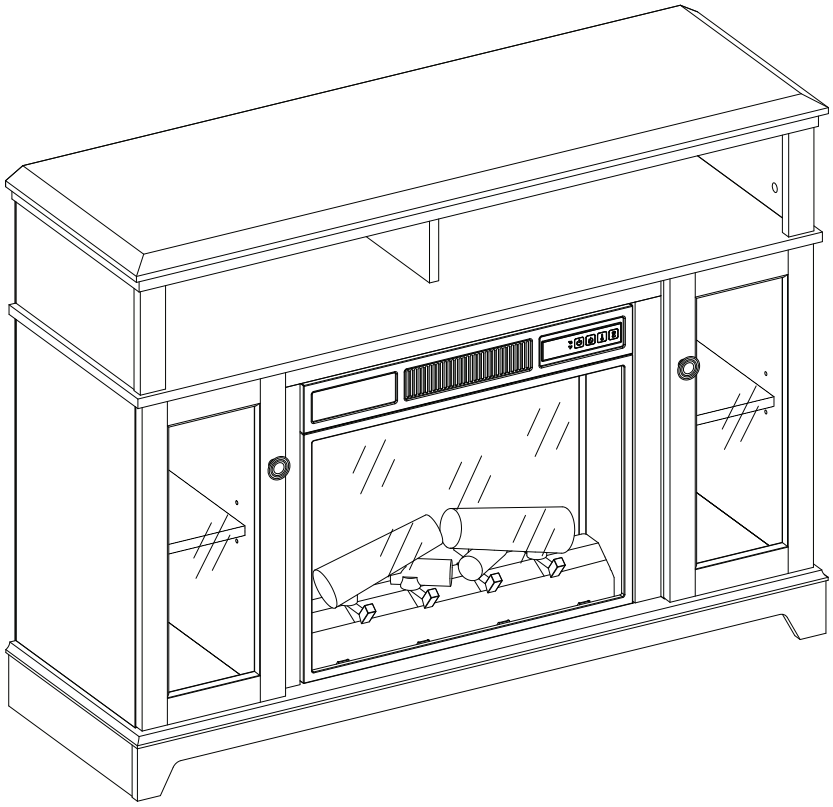
HOME DECORATORS COLLECTION

1001369827/88928Y/23MM20206-PA01
XXX XXX/88928/23MM20206-PA01
XXX XXX/89406/23MM20206-PW07
XXX XXX/89406/23MM20206-PD01

USE AND CARE GUIDE

RAVENSDALE MEDIA UNIT



Questions, problems, missing parts? Before returning to the store,
call Home Decorators Collection Customer Service
8 a.m. - 7 p.m., EST, Monday - Friday, 9 a.m. - 6 p.m., EST, Saturday

1-800-986-3460

HOMEDEPOT.COM/HOMEDECORATORS

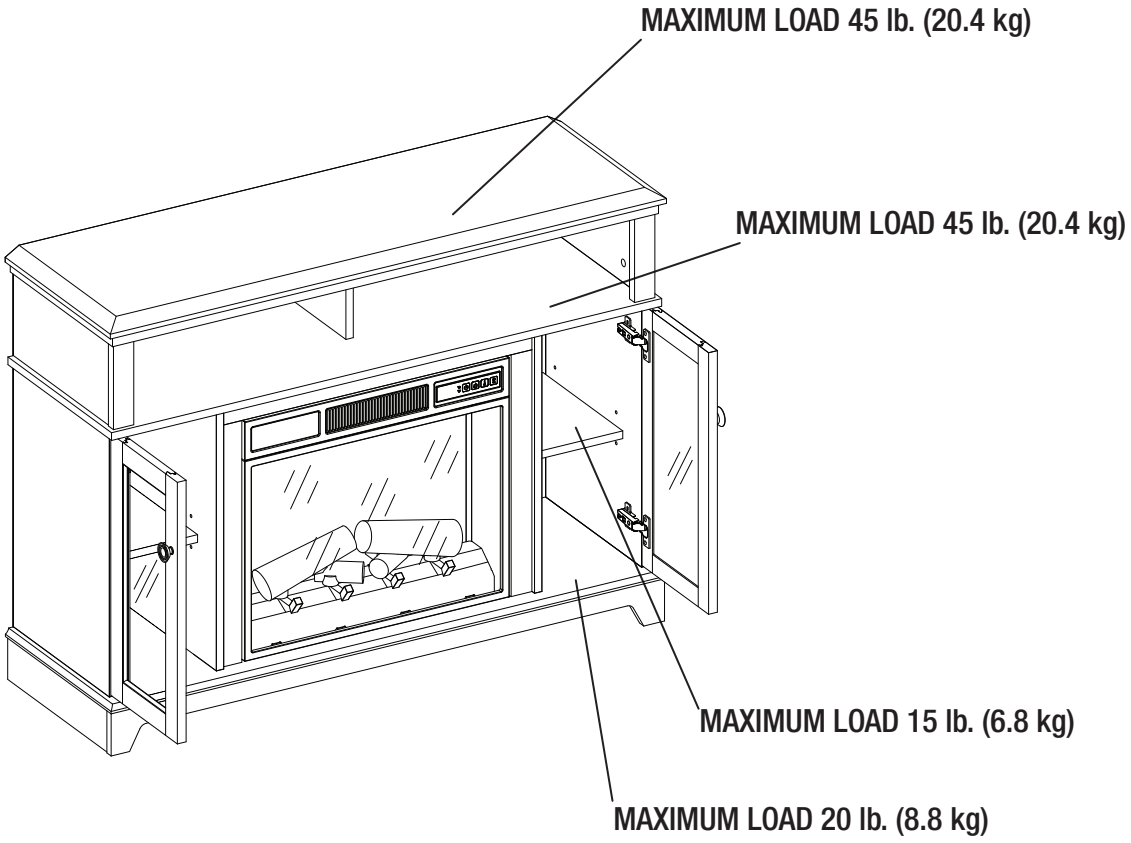
THANK YOU

We appreciate the trust and confidence you have placed in Home Decorators through the purchase of this electric fireplace. We strive to continually create quality products designed to enhance your home. Visit us online to see our full line of products available for your home imporvement needs. Thank you for choosing Home Decorators!

Table of Contents

Maximum Load Warning **2**
Safety Information **3**
Warranty **5**
Pre-Assembly **6**
Hardware Included 6
Product Specifications 6
Tools Required 6
Package Contents 7
Assembly **8**
Operation **19**
FCC/IC Information **21**
Care & Cleaning **21**
Troubleshooting **22**
Replacement Parts **24**

Maximum Load Warning



CAUTION: This unit is intended for use only with the products and maximum weights indicated. Use with other products or products heavier than the maximum weights indicated may result in instability causing possible injury.

NOTE: Flat Panel TVs with base support should be placed squarely in the center of the stand with no overhang on any side.

Safety Information

Please read and understand this entire manual before attempting to assemble, operate or install the product. If you have any question regarding the product, please call customer service at service at 1-800-986-3460, 8 a.m.-7 p.m., EST, Monday-Friday, 9 a.m. - 6 p.m., EST, Saturday.

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:

1. Read all instructions before using this appliance.
2. If possible, always unplug this appliance when not in use.
3. Only a qualified service person should repair this product.
4. Do not use outdoors.
5. Do not cover the cord under the carpeting. Do not cover with throw rugs, runners or the like. Arrange the cord away from traffic areas and where it will not be tripped over.
6. To disconnect this appliance, turn the controls to the off position, and then remove the plug from the outlet.
7. Connect to properly grounded outlets only.
8. This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code. For U.S.A. installations, follow local codes and the National Electrical Code, ANSI/NFPA NO.70.
9. This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Do not hang Christmas stockings or other decorations on or near this product.
10. There is a thermostat limiter inside the heater. When inner temperature overheating or abnormal heating occurs, the thermostat protective device will cut off the power supply to avoid damage to the fireplace or risk of fire.

DANGER: High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

WARNING: In order to avoid overheating, do not cover the heater.

WARNING: If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

WARNING: Under no circumstances should this fireplace be modified. Parts that must be removed for servicing must be replaced prior to operating this fireplace again.

WARNING: This appliance is hot when in use. To avoid burns, do not touch hot surfaces with bare skin. If provided, use handles when moving this appliance. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 ft. (0.9 m) from the front of this appliance.

WARNING: This heater may include a visual alarm to warn that parts of the heater are getting excessively hot. If the alarm flashes immediately turn the heater off and inspect for any objects on or adjacent to the heater that may cause high temperatures.
DO NOT OPERATE THE HEATER WITH THE ALARM FLASHING!

WARNING: This appliance is not a toy. Supervise children playing near it.

WARNING: Use extreme caution when operating heater near children and the disabled.

WARNING: This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate this appliance where it may fall into a bathtub or other water container.

WARNING: Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the appliance.

WARNING: To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where the opening may become blocked.

WARNING: Use this appliance only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.

WARNING: This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint or flammable liquids are used or stored. This fireplace should not be used as a drying rack for clothing. Do not hang Christmas stockings or other decorations on or near this product.

CAUTION: Never leave the heater operating unattended. Extreme caution is necessary if unsupervised children or invalids are nearby.

CAUTION: Before assembly, carefully use scissors or a utility knife to cut and unwrap all parts. Make sure you do not discard the hardware.

Safety Information (continued)

NOTE: Use care in assembling your new fireplace. Take your time and use the hardware provided and a quality Phillips head screwdriver. Never overtighten bolts.

- Do not sit on any part of the mantel.

NOTE: To avoid injury from unexpected starting or electrical shock, do not plug the power cord into a source of power during unpacking and assembly. The cord must remain unplugged whenever you are adjusting/assembling the fireplace.

If any part is missing or damaged, do not attempt to use or plug in the power cord until the missing or damaged part is correctly replaced. To avoid electric shock, use only identical replacement parts when servicing double-insulated tools.

NOTE:

SAVE THESE INSTRUCTIONS

Warranty

1 Year Limited Warranty: The manufacturer warrants that your new Electric Fireplace is free from manufacturing and material defects for a period of one year from date of puchase, subject to the following conditions and limitations.

1. Install and operate this appliance in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.

2. This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the product.

3. The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.

4. The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).

5. Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same.

6. The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.

7. All other warranties – expressed or implied –with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.

8. The manufacturer neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.

9. The warranties as outlined within this document do not apply to non accessories used in conjunction with the installation of this product.

10. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty is void if:

a. The fireplace is subjected to prolonged periods of dampness or condensation.
b. Any unauthorized alteration, willful abuse, accident, or misuse of the product.
c. You do not have the original receipt of purchase.

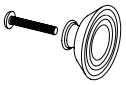
Pre-Assembly

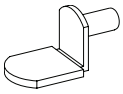
HARDWARE INCLUDED

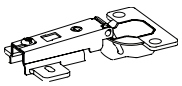
AA

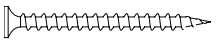
BB

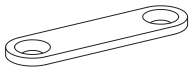
CC


DD


EE


FF


GG

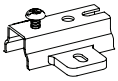

HH

II

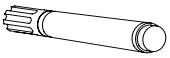
JJ

KK

LL


MM

NN


ZZ

Part	Description	Part Number	Quantity
AA	Short Flathead Screw	N/A	16
BB	Camlock Bolt	PH-KDBZNC002	43
CC	Floor Glide (Pre-attached)	PH-GLDBRW001	5
DD	Knob (with Screw)	N/A	2
EE	Shelf Pin	PH-SPNPCSPLB2	8
FF	Euro Hinge	N/A	4
GG	Long Flathead Screw	N/A	13
HH	Metal Plate (Pre-attached)	PH-PLBLK001	2
II	Door Bumper	PH-BMPCLR001	4
JJ	Washerhead Screw	N/A	44
KK	Wood Dowel	PH-DWLNTL001	47
LL	Camlock	PHKDCZNC002	43
MM	Hinge	N/A	8
NN	Tipping Restraint Hardware	PH-BKTWHT003	2
ZZ	Touch-up Pen	N/A	1

NOTE: Hardware not shown to actual size.

PRODUCT SPECIFICATIONS

VOLTAGE	120VAC, 60 Hz
AMPS	12.5 Amps
WATTS	1500 Watts

PLANNING ASSEMBLY

Before beginning assembly of product, make sure all parts are present. Compare parts with Hardware Included and Package Contents lists. If any part is missing or damaged, do not attempt to assemble, install or operate the product. Contact customer service for replacement parts.

Estimated Assembly Time: 60 Minutes

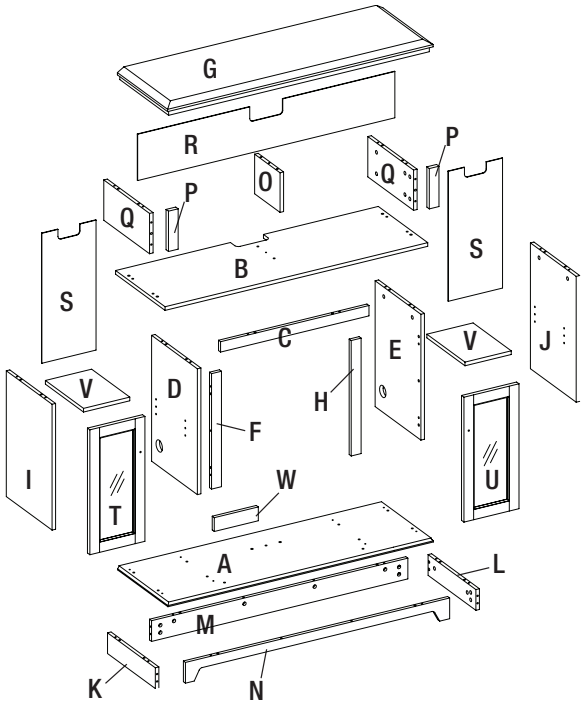
TOOLS REQUIRED

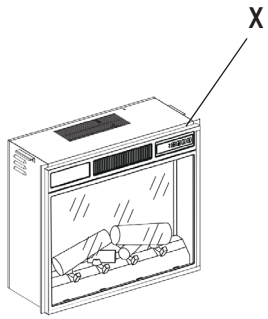
Phillips Screwdriver

Pre-Assembly (continued)

PACKAGE CONTENTS

NOTE: All panels are labeled left and right as viewed from the front of unit.



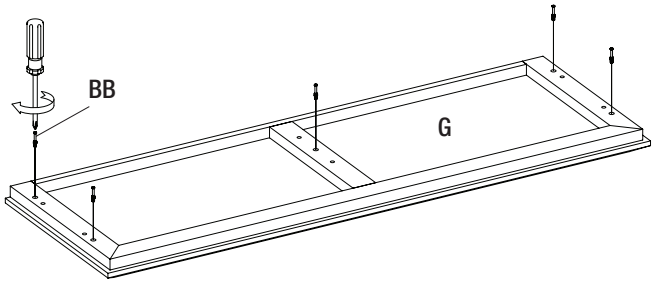


Part	Description	Quantity
A	Top Base Panel	1
B	Center Shelf	1
C	Middle Front Panel	1
D	Center Left Side Panel	1
E	Center Right Side Panel	1
F	Left Front Panel	1
G	Top Assembly	1
H	Right Front Panel	1
I	Left Side Panel	1
J	Right Side Panel	1
K	Left Base Panel	1
L	Right Base Panel	1
M	Back Base Panel	2
N	Front Base Panel	1
O	Divider	1
P	Decorative Front Panel	2
Q	Decorative Side Panel	2
R	Center Back Panel	1
S	Outer Back Panel	2
T	Left Door	1
U	Right Door	1
V	Adjustable Shelf	2
W	Insert Securing Block	1
X	Fireplace Insert	1

Assembly

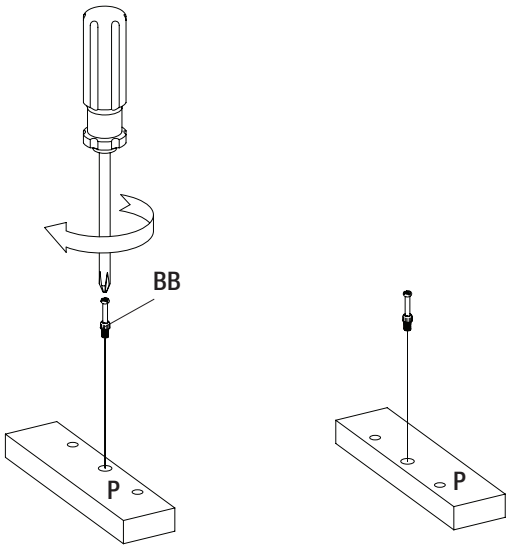
1 Preparing the top assembly

- ☐ Turn the Top Assembly (G) upside down.
- ☐ Using a Phillips Screwdriver, screw in the Camlock Bolts (BB). Turn clockwise.



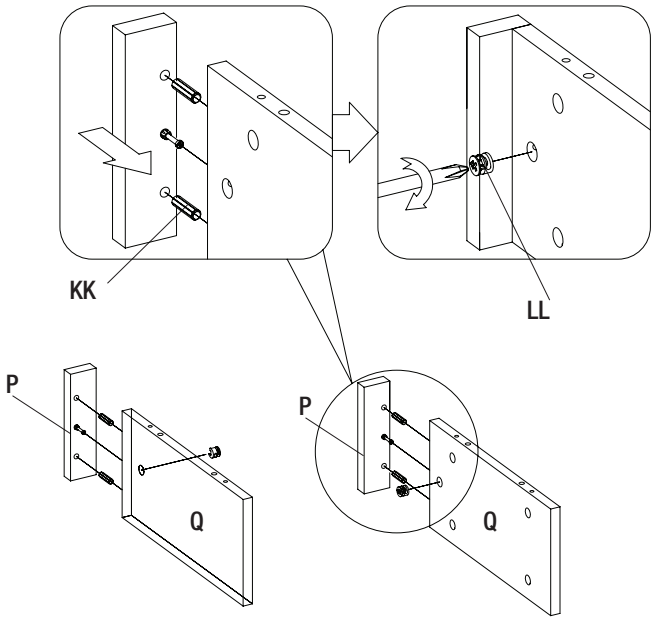
2 Preparing the decorative front panels

- ☐ Insert Camlock Bolts (BB) into the pre-drilled holes in the Decorative Front Panels (P) using a Phillips Screwdriver.



3 Attaching the decorative front panels

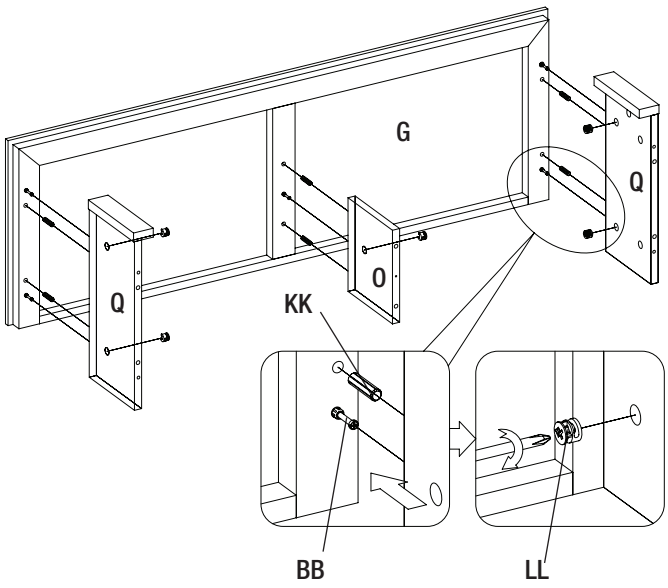
- ☐ Insert Wood Dowels (KK) into the pre-drilled holes in the Decorative Side Panel (Q).
- ☐ Push the Decorative Front Panel (P) and Decorative Side Panel (Q) together.
- ☐ Insert Camlocks (LL) into the pre-drilled holes and turn clockwise with the Phillips Screwdriver, to lock in place.



Assembly (continued)

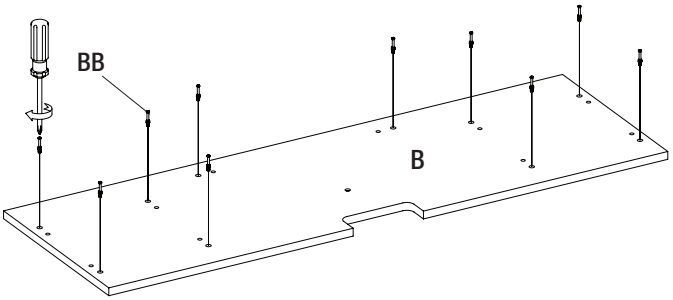
4 Attaching the decorative panels

- ☐ Insert the Camlock Bolts (BB) and the Wood Dowels (KK) into the pre-drilled holes in the Top Assembly (G).
- ☐ Push the Decorative Side Panels (Q) and the Divider (O) together with the Top Assembly (G).
- ☐ Insert the Camlocks (LL) into the pre-drilled holes in the Decorative Side Panels (Q) and the Divider (O). Use the Phillips Screwdriver to tighten.



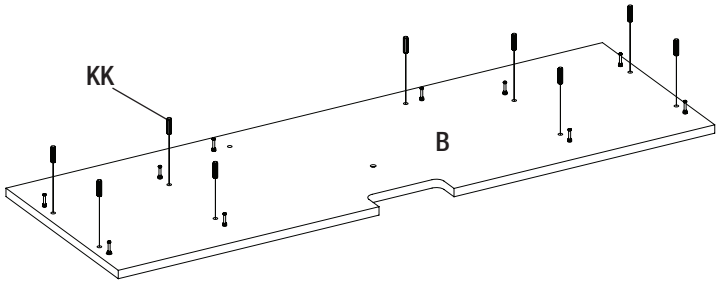
5 Preparing the center shelf

- ☐ Screw the Camlock Bolts (BB) into pre-drilled holes, using a Phillips Screwdriver, into the Center Shelf (B).



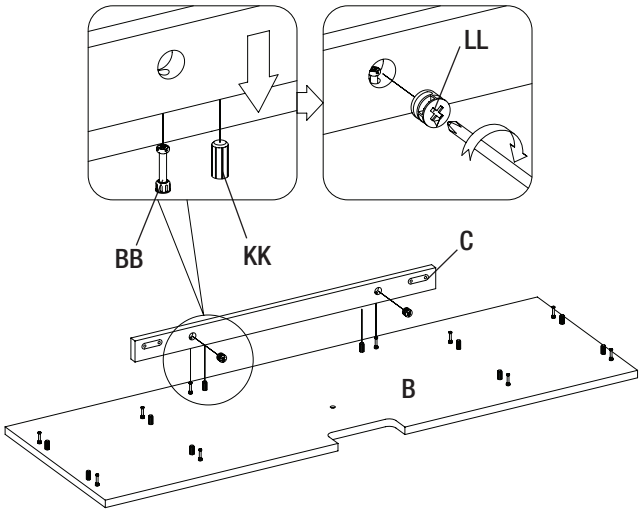
6 Preparing the center shelf

- ☐ Insert Wood Dowels (KK) into pre-drilled holes on the Center Shelf (B).



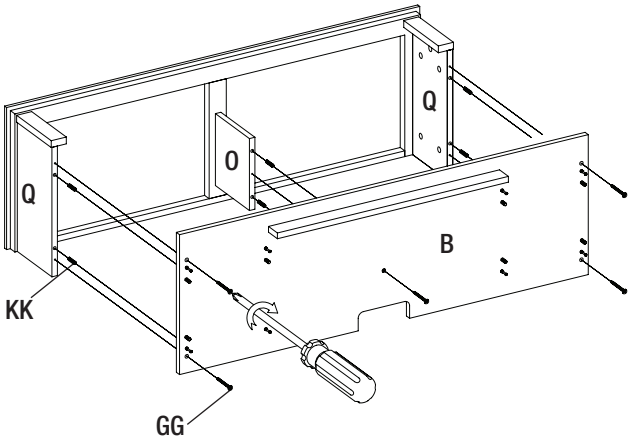
7 Attaching the middle front panel

- □ Align the Middle Front Panel (C) to the Camlock Bolts (BB) and the Wood Dowels (KK) already placed into the Center Shelf (B).
- □ Insert Camlocks (LL) into the Middle Front Panel (C) using the Phillips screwdriver.



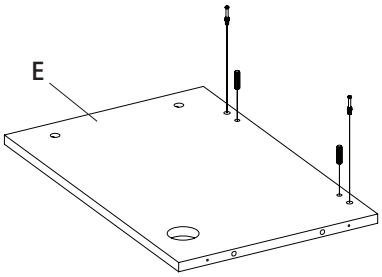
8 Attaching the center shelf

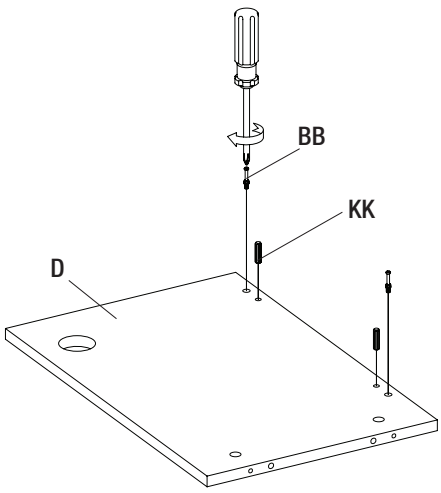
- □ Insert the Wood Dowels (KK) into the pre-drilled holes in the Decorative Side Panels (Q) and the Divider (O).
- □ Insert Long Flathead Screws (GG) through the pre-drilled holes in the Center Shelf (B). Use the Phillips Screwdriver to tighten.



9 Preparing the center side panel

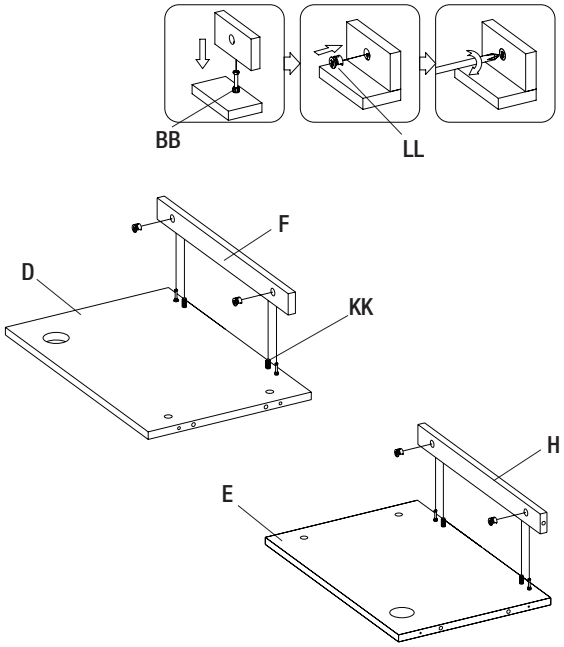
- □ Screw the Camlock Bolts (BB) through the pre-drilled holes on the Center Left Side Panel (D).
- □ Insert the Wood Dowels (KK) into the pre-drilled holes on the Center Left Side Panel (D).
- □ Repeat for the Center Right Side Panel (E).





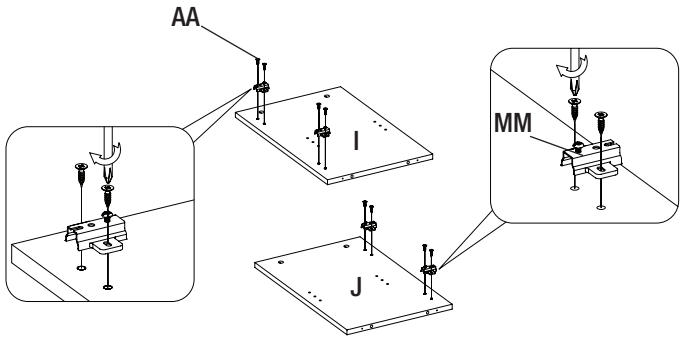
10 Preparing the center side panel

- ☐ Align the Left Front Panel (F) with the Center Left Side Panel (D) with the Camlock Bolts (BB) and Wood Dowels (KK) and attach the two pieces by pushing down.
- ☐ Secure together by inserting Camlocks (LL) into the pre-drilled holes and turning clockwise using the Phillips screwdriver.
- ☐ Repeat for the Right Front Panel (H) and Center Right Side Panel (E).



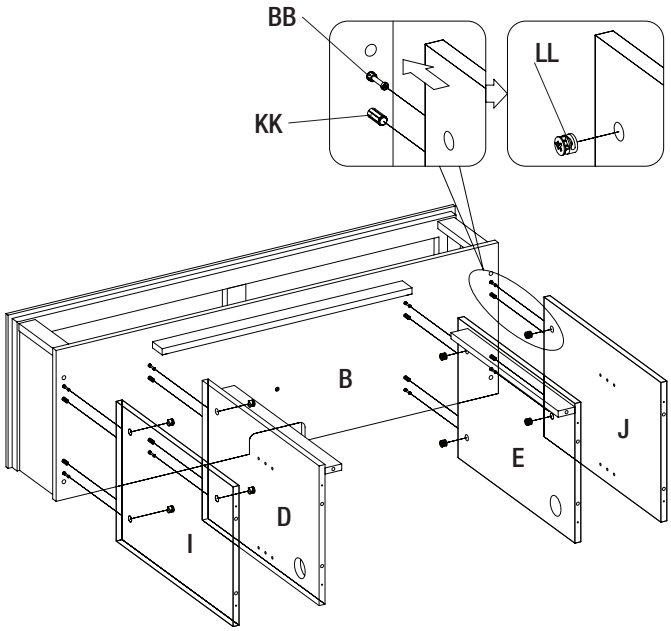
11 Preparing the side panels

- ☐ Insert Short Flathead Screws (AA) through the Hinges (MM) into the Left Side Panel (I).
- ☐ Repeat for the Right Side Panel (J).



12 Attaching the panels

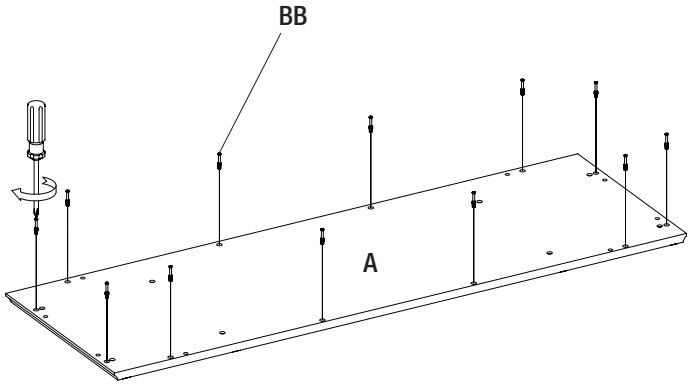
- ☐ Line up Panels (I) (D) (E) (J) with the Wood Dowels (KK) and Camlock Bolts (BB) already in place on the Center Shelf (B).
- ☐ Insert Camlocks (LL) into the predrilled holes and turn clockwise to secure.



Assembly (continued)

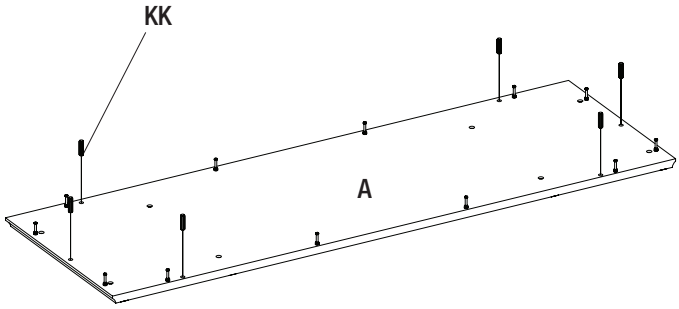
13 Preparing the top base panel

- ☐ Insert the Camlock Bolts (BB) into the pre-drilled holes in the Top Base Panel (A).



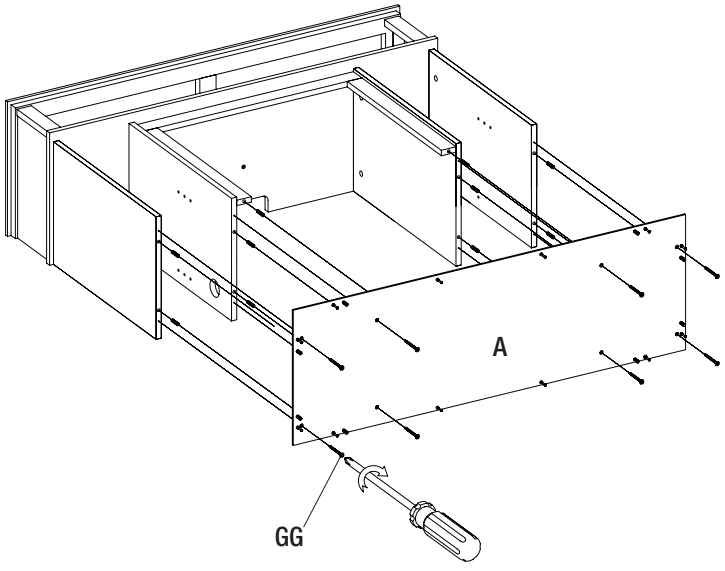
14 Preparing the top base panel

- ☐ Insert the Wood Dowels (KK) into the pre-drilled holes in the Top Base Panel (A).



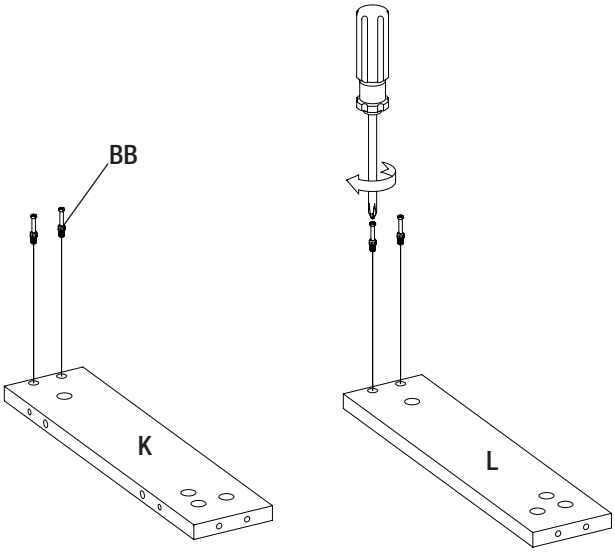
15 Attaching the top base panel

- ☐ Insert the Long Flathead Screws (GG) through the pre-drilled holes in the Top Base Panel (A).



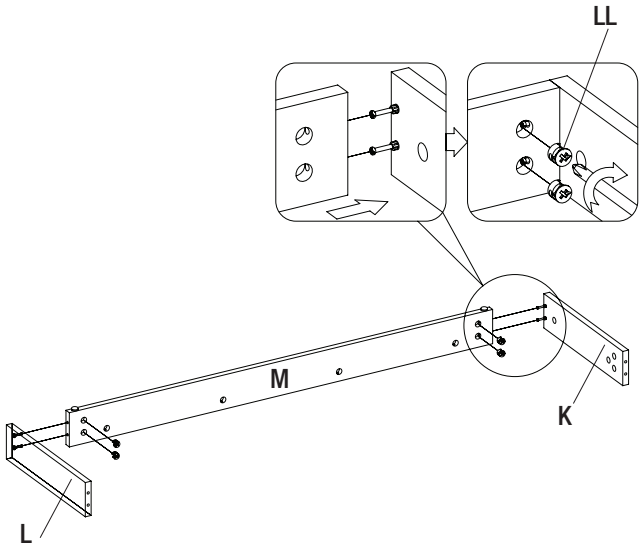
16 Preparing base panels

- □ Insert the Camlock Bolts (BB) into pre-drilled holes on the Left Base Panel (K).
- □ Repeat for the Right Base Panel (L).



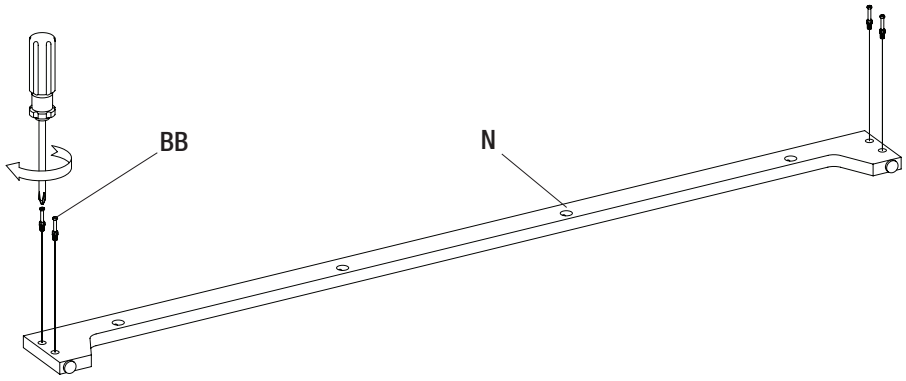
17 Preparing base panels

- □ Push the Left Base Panel (K) into the Back Base Panel (M).
- □ Secure the Left Base Panel (K) by inserting Camlocks (LL) into pre-drilled holes on the Back Base Panel (M) and turn clockwise.
- □ Repeat for the Right Base Panel (L).



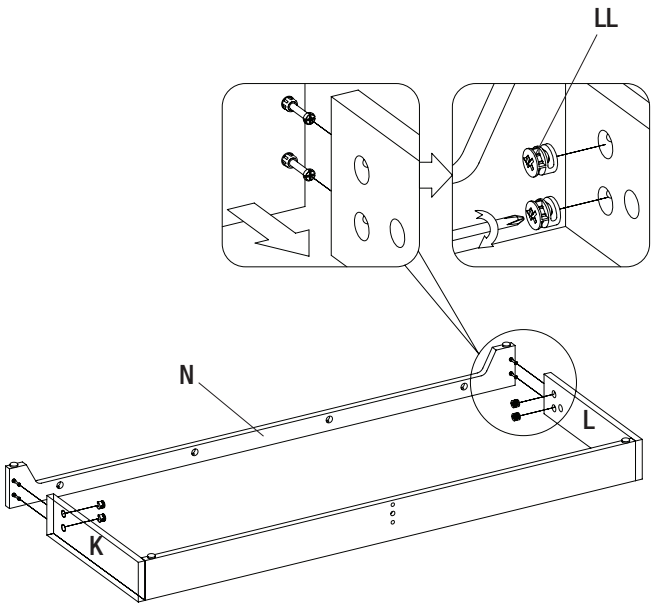
18 Preparing the front base panel

- □ Insert the Camlock Bolts (BB) into pre-drilled holes on the Front Base Panel (N).



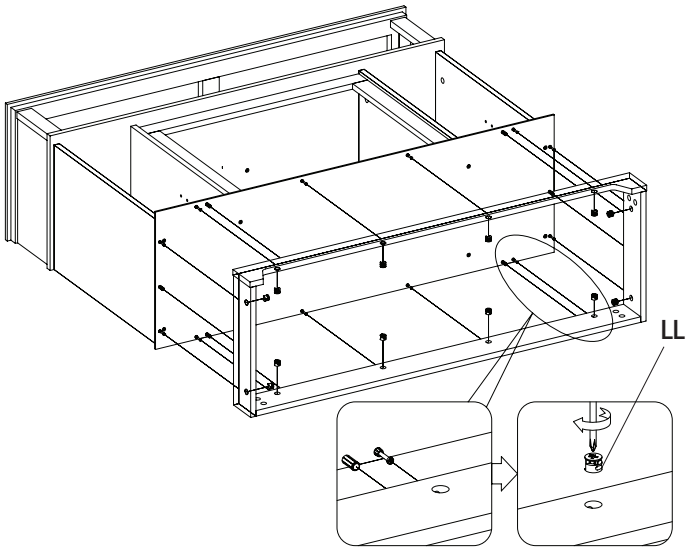
19 Attaching the front base panel

- ☐ Align the Front Base Panel (N) with the Left Base Panel (K) and the Right Base Panel (L) and push together.
- ☐ Secure panels by inserting Camlocks (LL) into the holes and turn clockwise using a Phillips screwdriver.



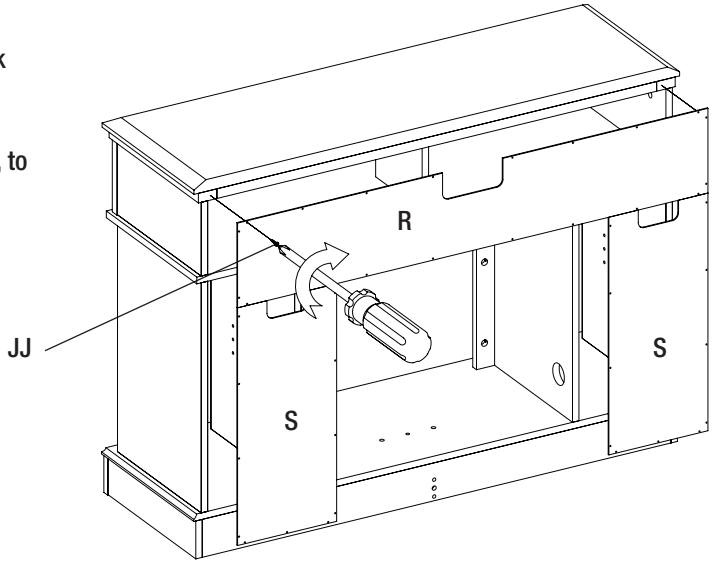
20 Attaching the base panels

- ☐ Using a Phillips Screwdriver, insert Camlocks (LL) into pre-drilled holes. Turn clockwise to secure.



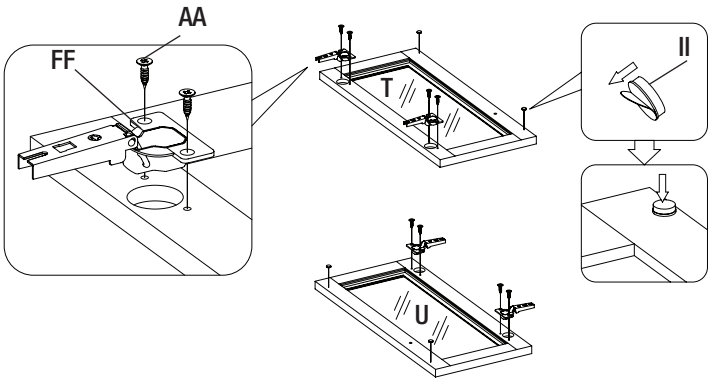
21 Attaching the back panels

- ☐ Align the Center Back Panel (R) and the Outer Back Panels (S) with the assembled unit.
- ☐ Using a Phillips Screwdriver, screw in the Washerhead Screws (JJ) into the pre-drilled holes, to attach.



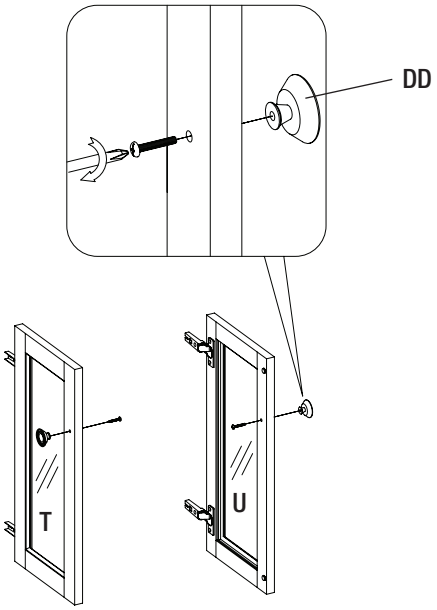
22 Preparing the doors

- ☐ Turn the Doors (T) and (U) upside down.
- ☐ Attach the Euro Hinge (FF) with the Short Flathead Screws (AA) to the Left Door (T).
- ☐ Peel off the bottom of the Door Bumper (II) and attach to the door.
- ☐ Repeat steps for the Right Door (U).



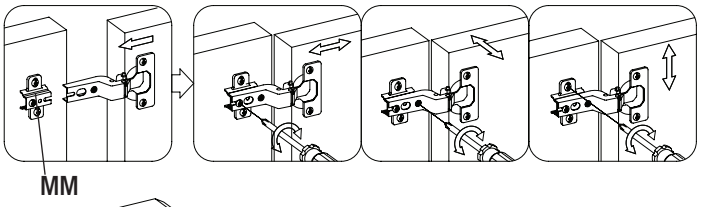
23 Attaching the knobs

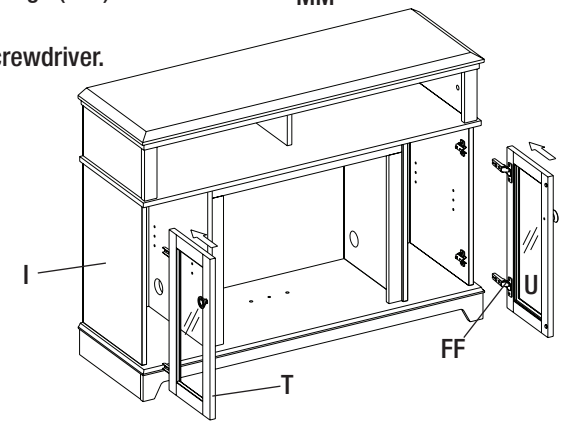
- ☐ Attach the Knob (DD) to the Left Front Door (T), insert the screws attached to the Knob (DD) through the pre-drilled holes. Use the Phillips Screwdriver to tighten the screws.
- ☐ Repeat the process for the Right Front Door (U).



24 Attaching the doors

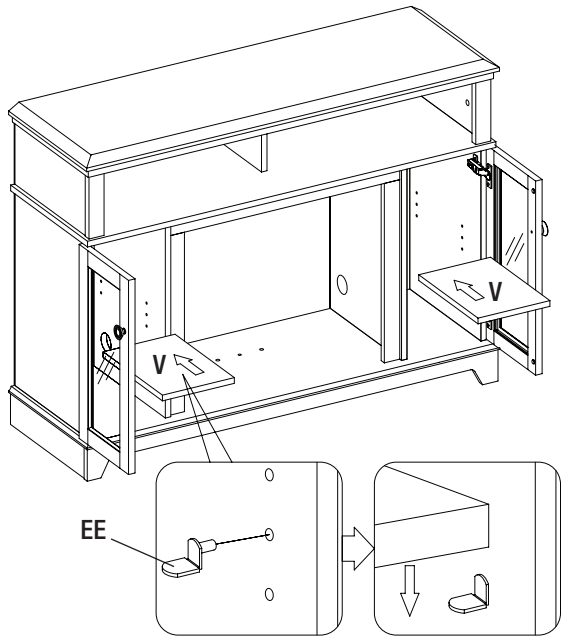
- ☐ Locate the Left Front Door (T) and align the Euro Hinge (FF), attached to the Left Front Door (T).
- ☐ Slide the Euro Hinge (FF) over the Hinge (MM) attached inside Left Side Panel (I).
- ☐ Tighten screws with the Phillips Screwdriver.
- ☐ Repeat for the Right Door (U).





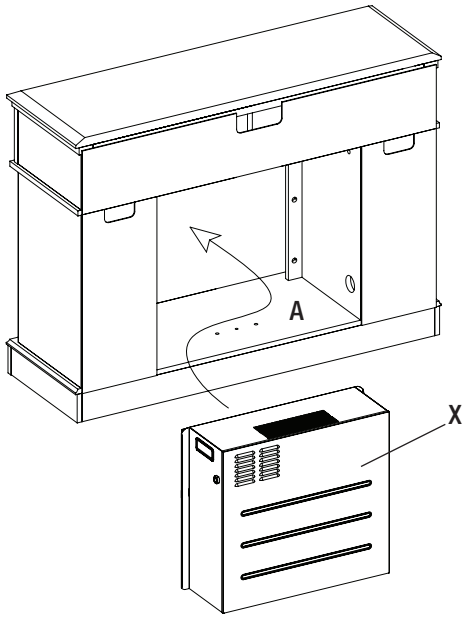
25 Inserting adjustable shelves

- ☐ Insert the Shelf Pins (EE) into pre-drilled holes inside the cabinet.
- ☐ Place the Adjustable Shelves (V) inside so that they are resting on the Shelf Pins (EE).



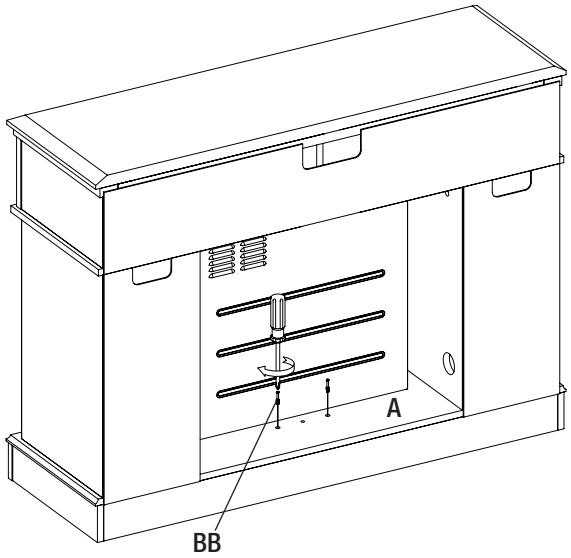
26 Installing the fireplace insert into the mantel assembly

- ☐ Lift the Fireplace Insert (X) carefully into the back of the unit and center in the fireplace insert opening.
- ☐ Do not drag the fireplace insert (X) across the Top Base Panel (A) as it may scratch your unit.



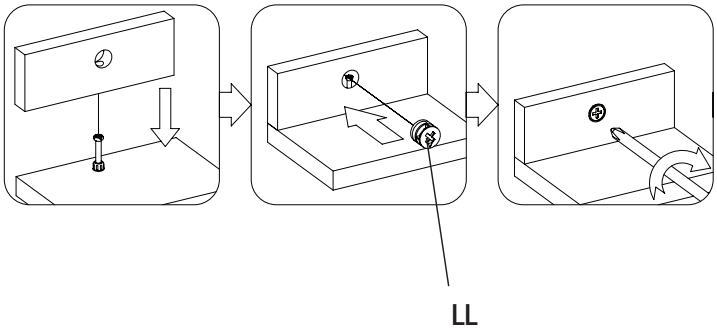
27 Preparing to install the insert securing block

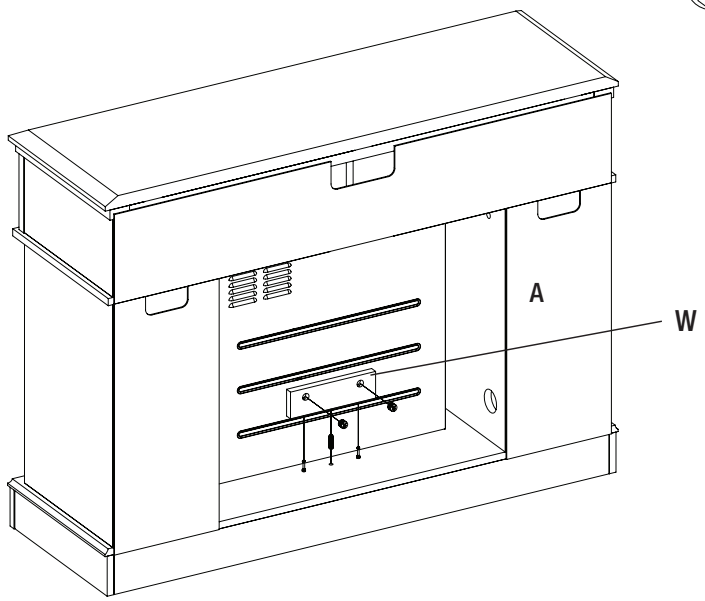
- ☐ Using the Phillips Screwdriver, screw in Camlock Bolts (BB) into the Top Base Panel (A).



28 Attaching the insert securing block

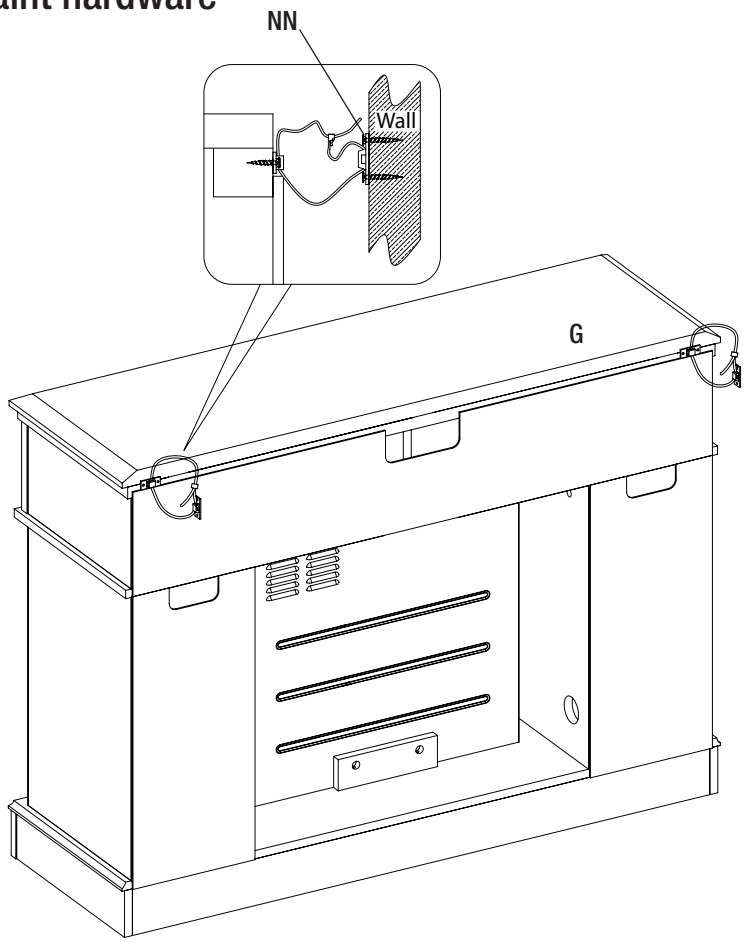
- ☐ Push the Insert Securing Block (W) down onto the Top Base Panel (A).
- ☐ To secure, insert Camlocks (LL) into pre-drilled holes in the Insert Securing Block (W). Use the Phillips Screwdriver to tighten.





29 Installing the optional tipping restraint hardware

- ☐ When the Tipping Restraint Hardware (NN) is properly installed, it can provide protection against unexpected tipping of the Unit due to small tremors, bumps or climbing.
- ☐ Your Unit comes with two Tipping Restraint Hardware (NN). Each Tipping Restraint Hardware (NN) includes one Unit Anchor, one Wall Anchor, one Anchor Tether, and four Anchor Screws. Use these to complete the following steps for a proper installation.
- ☐ Locate a secure wall stud behind the unit closest to left side.
- ☐ Align the Unit Anchor with a wall stud and attach with two Anchor Screws using a Philips Head Screwdriver. The Anchor Screws must pass through the Top Assembly (G) for proper installation.
- ☐ Align the Wall Anchor in the center of the wall stud, at level with the Unit Anchor, and attach with two Anchor Screws using a Philips Head Screwdriver.
- ☐ On the Anchor Tether, detach the cable from the connector and loop the loose cable through the eyelets on the Wall Anchor and Unit Anchor. Reattach the loose cable to the connector, but do not tighten.
- ☐ Locate a secure wall stud behind the unit closest to the right side, and repeat the steps above.
- ☐ Tighten both Anchor Tethers by pulling the cable the through connector.



NOTE: Installation of the Tipping Restraint Hardware (PP) will provide a small space between the wall and the unit. This will allow you to run power cords and connector cables to your television or other devices placed on top of the Unit..

WARNING: Installing the Tipping Restraint Hardware will help prevent accidents or damage to the unit.

Operation

NOTE: The control panel can be accessed at the upper-right corner of the insert. When a function is changed from the control panel or remote control there will be a corresponding indicator (see Figure 1) on the upper-right of the projection screen. The indicator shows the function changed and the level selected by the control panel or remote control. When the function is turned off, the corresponding indicator will flash several times and then fade off.

Fig . 1

1 Powering the fireplace

- Push the Power button to supply power to all functions of the fireplace and put the insert in a standby mode.
- Push the Power button again to turn off all functions.

NOTE: All previous settings are held in memory, so the next time you power up the fireplace, the unit will turn on with the same settings.

NOTE: Holding the Power button on the control panel for 3 seconds will disable the heater function.

2 Adjusting the flame

- There are 6 brightness levels that can be selected:

  Settings F6 - F4 decrease in Amber brightness

  Settings F3 - F1 decrease in Spectrafire brightness

3 Adjusting the heater

- Press the Heater button to set the thermostat. The fireplace contains three infrared quartz heating elements.
  The thermostat setting range is 62°F - 82°F or 17°C - 27°C or always ON.
  The thermostat is adjustable by 2°F or 1°C increments.
  The up and down buttons"+ —"on the remote will increase / decrase temperature setting.

NOTE: To change between °F and °C press and hold the HEATER button on the control panel for 3 seconds.

+ / —

4 Setting the timer

Pressing the Timer button will cycle through the timer settings; 30 minutes, 1 Hour, 2H, 3H, 4H, 5H, 6H, 7H, 8H, 9H and off.

Operation (continued)

5 Replacing the remote control battery

- When the remote control stops operating or its range seems reduced, it is time to replace the battery with new ones.
  - On the back end of the remote, press and slide the battery door open and remove the old battery.
  - Insert 2 AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
  - Replace the battery compartment door.

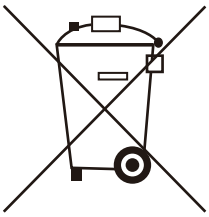
NOTE: Do not mix old and new batteries. Do not mix alkaline, standard (carbonzinc), or rechargeable (nicad, nimh, etc) batteries. Do not ingest batteries.

NOTE: Please operate the remote control at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.

NOTE: Batteries should be removed if the product is to be left unused for a long time.

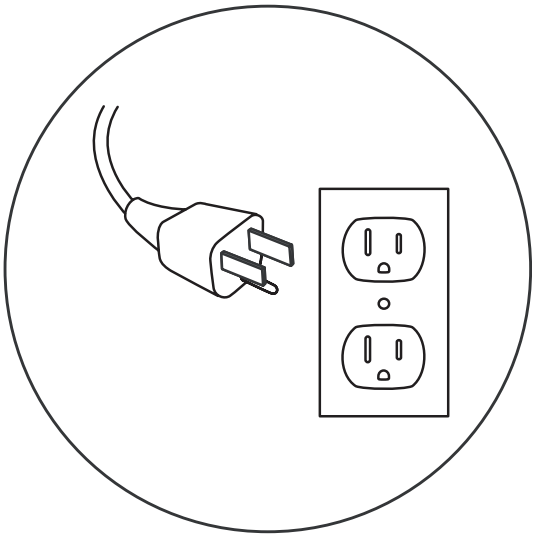
6 Disposing of used batteries

- The battery may contain hazardous substances that could endanger the enviroment and human health.
- This symbol marked on the battery and/or packaging indicates that used battery shall not be treated as municipal waste. Instead it shall be left at the appropriate collection point for recycling.
- By correctly disposing of used batteries, you prevent potential negative consequences for the environment and human health. Recycling used materials also conserves natural resources.
- For more information about collecting and recycling used batteries, please contact your local municipality, your waste disposal service or the point of sale where you purchased this product.



7 Power cord information

- This heater is for use on 120 volts. The cord has a plug as shown in the figure.
- Connect to properly grounded outlets only.
- Do not use a 2 prong adapter. Never use with an extension cord or relocatable power tap (outlet/ power strip).



FCC/IC Information

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.
However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- □ Reorient or relocate the receiving antenna.
- □ Increase the separation between the equipment and the receiver.
- □ Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- □ Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

Care and Cleaning

- □ Dust your fireplace regularly with a soft non-lint-producing cloth or household dusting product.
  Clean your fireplace with a gentle non-abrasive household cleaner. Dry your fireplace immediately with a soft cloth or towel.

- □ Tips for using touch-up pen (ZZ): For scratches, stroke in direction of scratch. For worn areas, stroke in direction of wood grain. Rub excess colorant promptly with a soft cloth.

- □ The motors used on the fan and the flame generator assembly are pre-lubricated for extended bearing life and require no further lubrication. However, we recommend periodic cleaning/vacuuming of the fan/heater.
  Make sure the unit is turned OFF and unplugged whenever you are cleaning the heater or fireplace.

WARNING: Make sure the power is turned off before proceeding with repairs. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes. If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed. During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the OFF position. Then remove the electrical plug from the wall outlet.

WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.

WARNING: Do not use this fireplace if any part of it has been under water. Immediately call a qualified service technician to inspect the fireplace and replace any part of the electrical system.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

Troubleshooting

PROBLEM	ROOT CAUSE	CORRECTIVE ACTION
Display shows "E 1"	The thermostat sensor is broken or disconnected.	Unplug the fireplace, remove the back panel of the fireplace and check that the thermostat is plugged into the main circuit board. If this does not solve the problem contact customer service for a replacement thermostat sensor.
Display shows "E2"	The thermostat sensor is broken.	Contact customer service for a replacement thermostat sensor.
Display shows "E3"	Manual Reset overheat protection has triggered.	Inspect the heater and check that the air inlets and outlets are not blocked as this may cause overheating. Unplug the heater for 30 minutes and allow it to cool down. Replug and operate. Monitor the heater for signs of overheating. If the problem persist discontinue use of the heater and contact customer service.
Display shows "Er"	This is normal operation.	Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances. Overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
Heater does not blow warm air.	The heater is in a cool down cycle.	Normal operation will continue to run for several minutes before shutting down. Times will vary based on tempertures. During this time cool air will blow.
There is no power and the logs do not glow.	There is no power to the unit.	Check that the unit is plugged into a standard 120V outlet. Press the Power button several times, make sure power is set to the “ON”position.
The logs glow, but no flame effect	The flame effect turned off.	Press the flame button several times.
The heater does not blow warm air.	Thermostat setting is preventing the heater from turning on.	Adjust the temperature settings to ensure that the thermostat is set higher than the current room temperature.

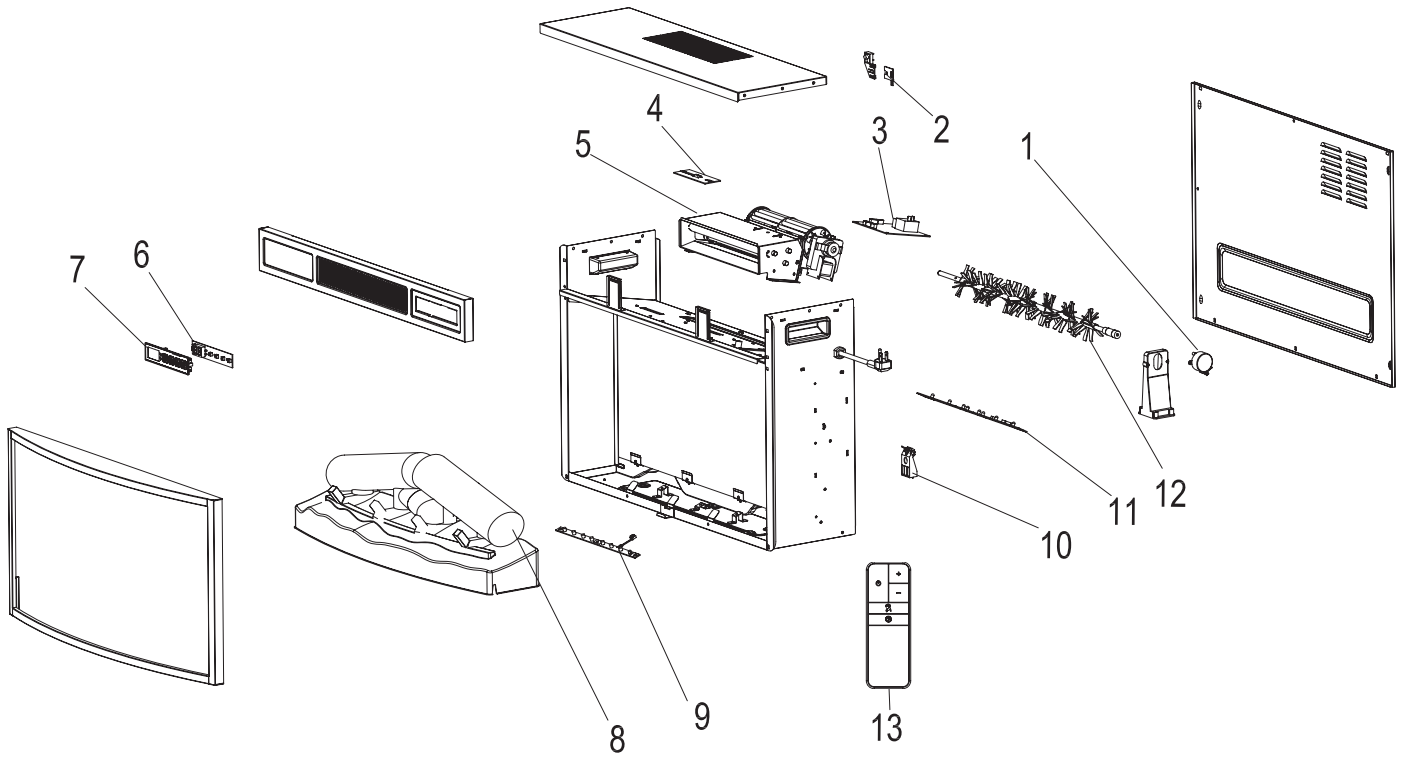
Troubleshooting (continued)

PROBLEM	ROOT CAUSE	CORRECTIVE ACTION
Flame effect works but heater function does not and the emberbed flashes when the heater button is pressed.	The heater is disabled.	With the power on press and hold the POWER button on the control panel for 10 seconds. Once re-enabled the emberbed lights will flash multiple times.
The remote control is not working.	There are no batteries.	Change the remote batteries.
	The signal is poor.	Operate remote transmitter at a slow measured pace. Press the remote control buttons with an even motion and gentle pressure. Repeatedly pressing buttons in rapid succession may cause the transmitter to malfunction.
	The remote is too far from the heater.	Operate the remote at a distance less than 20 ft from the front of the appliance; point the remote at the control panel.

Replacement Parts

For replacement parts, call our customer service department at 1-877-986-3460, 8 a.m.-7 p.m., EST, Monday-Friday, 9 a.m. - 6 p.m., EST, Saturday.

Part	Description	Qty.
1	Flame Generator Drive Motor	1
2	Thermostat Sensor	1
3	Main Circuit Board	1
4	Thermostat	1
5	Heater/Blower Assembly	1
6	Control Panel Circuit Board	1
7	Control Panel Buttons	1
8	Emberbed with Log	1
9	Emberbed Circuit Board	1
10	Blue Flame Circuit Board	1
11	Flame Circuit Board	1
12	Flame Generator/ Spinner	1
13	Remote Control	1



HOME
DECORATORS
COLLECTION

Questions, problems, missing parts? Before returning to the store call
Home Decorators Customer Service

8 a.m. - 7 p.m., EST, Monday - Friday, 9 a.m. - 6 p.m., EST, Saturday

1-800-986-3460
HOMEDEPOT.COM/HOMEDECORATORS

RETAIN THIS MANUAL FOR FUTURE USE.